

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: PAETEC Communications, Inc.

U#: 6097-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: PAETEC Communications, Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3,547	3,508	3,457									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	172,172	170,755	168,949								
		Total # of trouble reports	1,991	2,537	2,329								
		% of trouble reports	1.16%	1.49%	1.38%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,015	1,629	1,331									
	Total # of repair tickets restored in ≤ 24hrs	957	1,565	1,292									
	% of repair tickets restored ≤ 24 Hours	94%	96%	97%									
	Sum of the duration of all outages (hh:mm)	6485.4	7848.69	9623.98									
	Avg. outage duration (hh:mm)	5.60	4.49	6.77									
Indicate if catastrophic event is in month	Yes	No	No										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1,157	1,747	1,419									
	Total # of all repair tickets restored in ≤ 24hrs	1,093	1,679	1,374									
	% of all repair tickets restored ≤ 24 Hours	94%	96%	97%									
	Sum of the duration of all outages (hh:mm)	7085.81	8302.57	10308.8									
	Avg. unadjusted outage duration (hh:mm)	6.12	4.75	7.26									
<b>Refunds</b>	Number of customers who received refunds	4	28	23									
	Monthly amount of refunds	919.91	7,460.97	17,311.48									
<b>Answer Time</b> (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	11,928	10,646	11,319									
	Total # of call seconds to reach live agent	1,465,909	1,524,876	955,214									
	% ≤ 60 seconds	64.40%	60.09%	73.86%									

**Note: The "Answer Time" information is based on data collected at one of two call centers where California calls are answered. The two call centers answer calls from across the nation.**

**Primary Utility Contact Information**

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Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)